# The Virginia Acute Psychiatric and CSB Bed Registry Initiative Update:

## Background:

- The Department of Behavioral Health and Developmental Services (DBHDS) has worked with the Virginia Hospital and Healthcare Association (VHHA), community services board representatives and Virginia Health Information (VHI) to develop a web-based psychiatric bed registry (PBR) to collect, aggregate, and display data on the availability of acute beds in public and private inpatient psychiatric facilities and residential crisis stabilization units (CSUs) of community services boards (CSBs).
- Hosted by VHI, the Virginia Acute Psychiatric and CSB Bed Registry has been implemented state wide.

## Purpose:

- The web-based bed registry is intended to provide descriptive information about each public and private inpatient psychiatric facility and each CSB and private residential crisis stabilization unit to CSB emergency services providers and psychiatric hospitals that need immediate access to inpatient or residential crisis services for individuals.
- The data base includes information about the potential availability of beds at each facility.
- Hospitals and Residential CSUs will maintain current program profiles.  Legislation requires that the PBR provide real-time information about the number of beds available at each facility.

## Benefits

- The registry is a web based program which enables CSBs and psychiatric hospitals to search for acute psychiatric bed availability at all psychiatric hospitals (including state facilities) and crisis stabilization units 24/7.
- It will provide information for emergency services staff about potential bed availability and facilities to contact first, but would not eliminate need to call facilities for updated information and to discuss case specifics
- It is designed to enable CSB and hospital users to more efficiently determine the availability of appropriate beds in Virginia facilities using various search parameters within the registry data base.
- Queries can be tailored to specific needs (e.g., region, patient type, level of security, etc).
- CSBs, CSUs and state and private hospitals will be required by legislation to participate.
- The registry will enable DBHDS administrators to monitor and evaluate usage and bed availability through various report features. This ongoing analysis of data will be used to provide feedback to all partners with the goal of increasing the efficiency of emergency services workers' ability to access a bed in an appropriate facility.

## Limitations:

- The accuracy, credibility and reliability of the bed registry system will depend on the frequency of its updates. It is important to note that recent legislation mandates that the PBR provide real-time information about the number of beds available at each facility. Providers will be required to be in compliance with the legislation.

- Having an "available bed" is a necessary, but not sufficient, requirement to actually access a bed for needed care. Multiple factors may affect the actual availability and/or appropriateness of that bed for a specific proposed client. The provision of clinical information and medical clearance must be completed before an admission decision can be made.

- The registry will not replace the need to communicate clinical information regarding a potential admission, but it will be a useful tool in facilitation of triage to an appropriate placement.

## Implementation and Go Live:

DBHDS has worked actively with VHI & VHHA to move the PBR project from planning to testing implementation and on to State Wide Go Live on March 3, 2014. Some of our major project milestones include:

- Identification of contact information for all public and private site administrative users and communicating these to VHI for processing.

- Planning, coordination, implementation and completion of beta testing:
  ✓ Phase 1- Bed Update Function –provided training and time for facilities to practice data entry maintenance and generally fine-tune operating procedures so that the bed registry will be of optimal benefit.
  ✓ Phase 2- Bed Search Function testing conducted with smaller group of Community Service Boards-- provided training and time for CSB users to test the search function. This allowed critical user feedback for system fixes to enhance the site performance
  ✓ Phase 3- Statewide Go Live with searcher function-- provided user tutorials and feedback to facilitate use of search function.

- Completed initial planning and development of data reports generated from website

- DBHDS staff in conjunction with VHI continues to develop a system of monitoring utilization, functionality, customer satisfaction and outcomes of the project.

- A representative group of stakeholders has been convened to review the process and use of the bed registry. DBHDS, VHHA and VHI will monitor implementation and bed registry utilization and provide feedback for continuous quality improvement.

If you have technical questions or suggestions about the website (e.g., using your login search features, etc.), please contact:

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For non-technical or general questions regarding the Psychiatric Bed Registry, please contact:

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